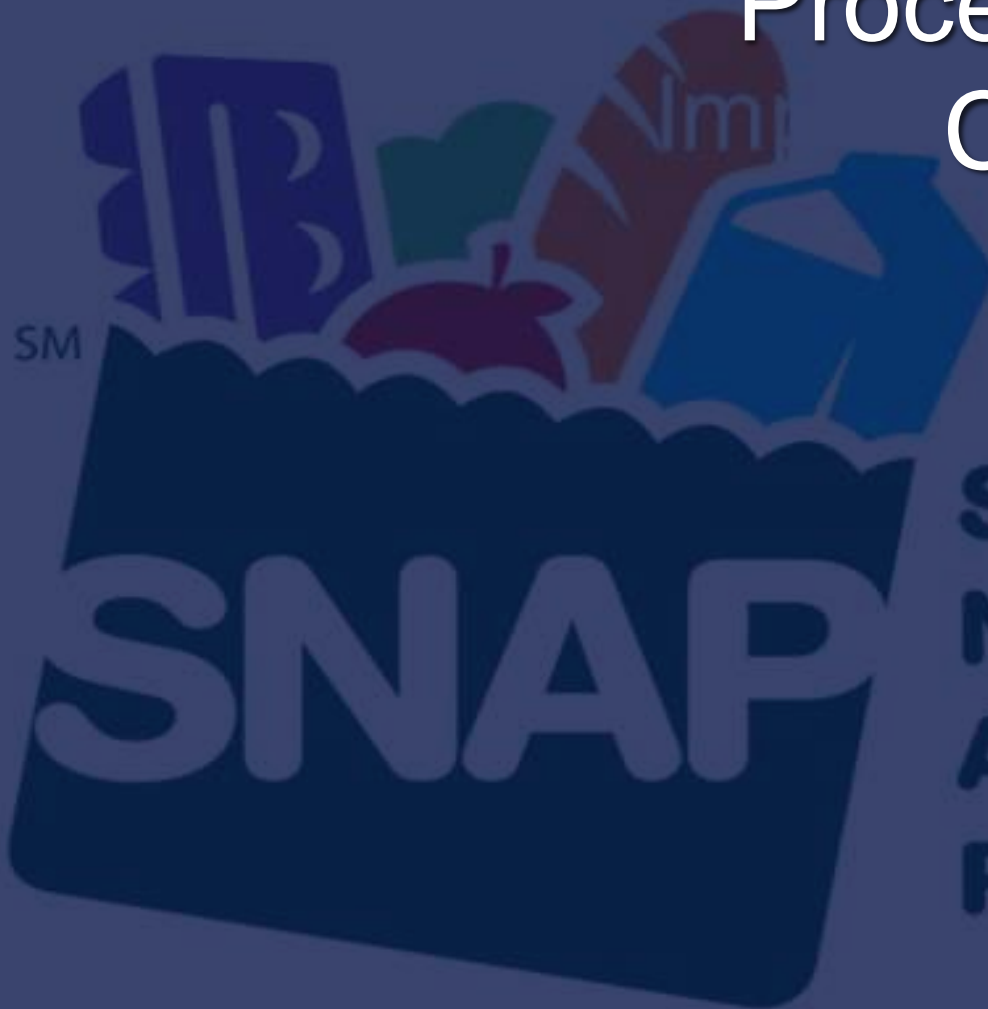




The 2016-2017 SNAP Process Improvement Collaborative



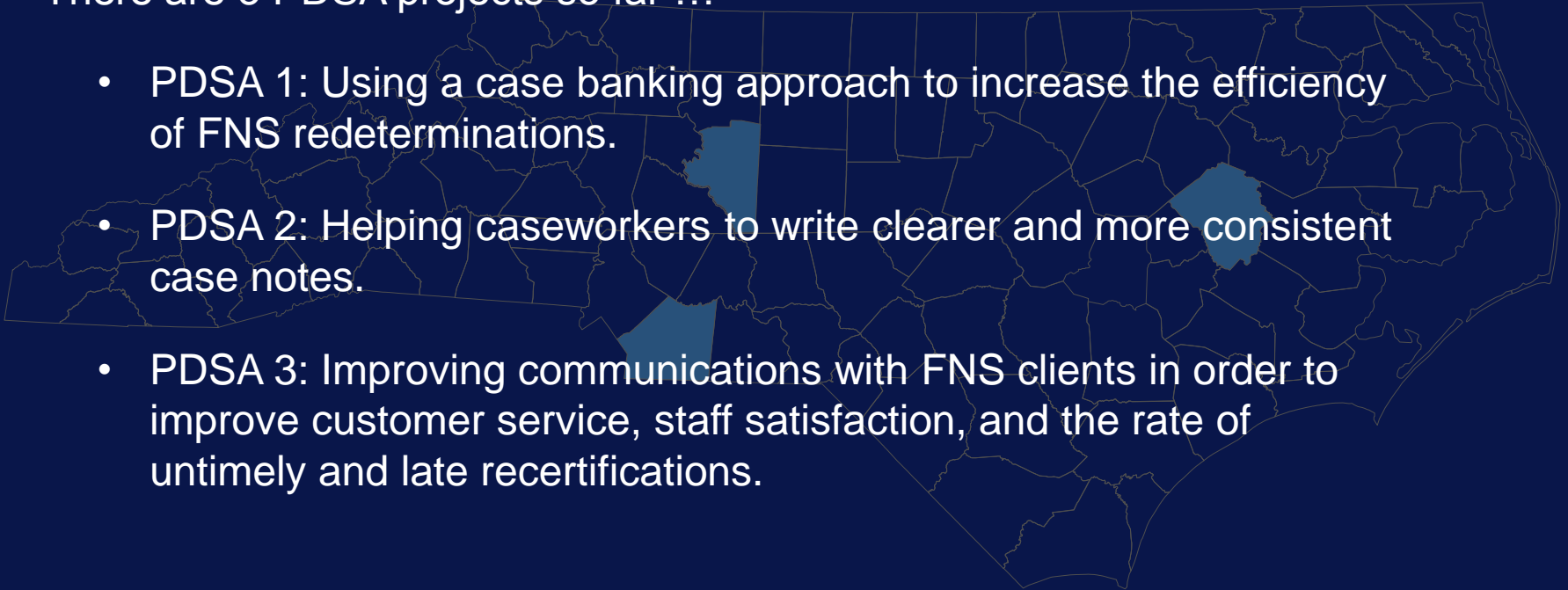
Supplemental
Nutrition
Assistance
Program

In 2016, Pitt County began working with Davidson and Union counties in North Carolina; Atlantic, Camden, Essex counties in New Jersey; and Orange, Riverside, and Sacramento counties in California.

Our goal is to design and implement Plan-Do-Study-Act (“PDSA”) projects to improve Food and Nutrition Services.

There are 3 PDSA projects so far ...

- PDSA 1: Using a case banking approach to increase the efficiency of FNS redeterminations.
- PDSA 2: Helping caseworkers to write clearer and more consistent case notes.
- PDSA 3: Improving communications with FNS clients in order to improve customer service, staff satisfaction, and the rate of untimely and late recertifications.



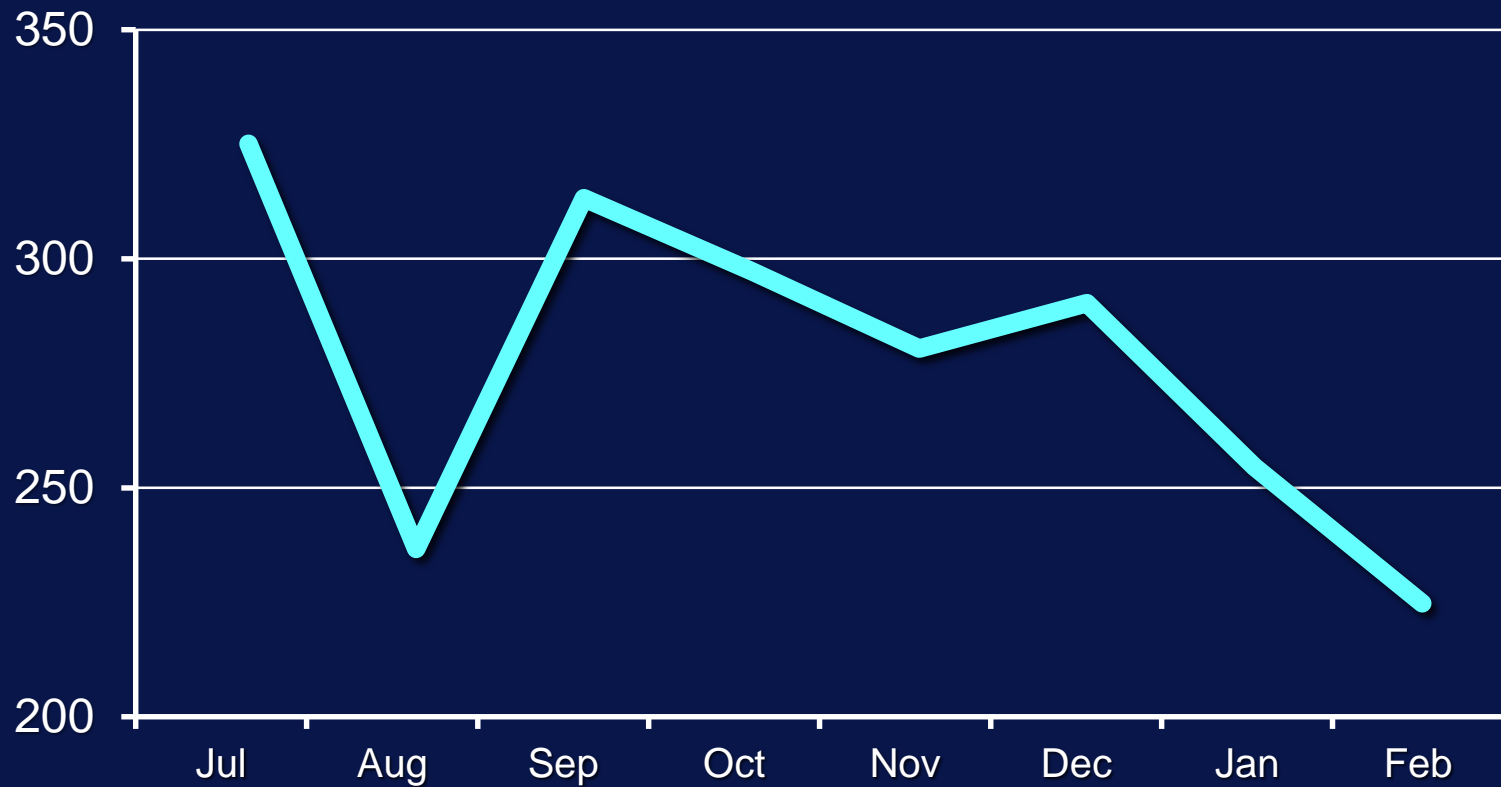
“Case banking,” aka “case batching,” has been much discussed in recent literature.

In January, our department began to batch overdue FNS recertifications in order to:

- Reduce the extent to which recertifications become overdue.
- Improve customer service and reduce complaints.
- Free up staff time in order to help prevent late recertification applications.



The project has already resulted in a reduction of late redetermination applications.



QUESTIONS TO BE ANSWERED IN AN FNS NOTE

1. **Who:**
 - a. What is the interviewee's name, and on what date did the interview occur?
 - b. Is the casehead an applicant on his or her own behalf, or is he or she applying on behalf of others?
 - c. Who is each of the applicants in relation to the casehead — for example, child, grandchild, spouse, domestic partner, etc.?
2. **Why:** What recent circumstances or events have caused the casehead to apply?
3. **What:**
 - a. What is the FNS unit's income?
 - b. What are the FNS unit's expenses?
 - c. What are the FNS unit's resources?
4. **Where:**
 - a. If any members of the FNS unit are employed, who are their employer(s)?
 - b. If any members of the FNS unit have recently lost their employment or another source of income:
 - i. What was the source of income? If it was an employer, what was the employer's name and telephone number, and how was the income verified?
 - ii. When did (or will) they receive their last payment?
5. **Student Status:**
 - a. Are any members of the FNS unit students with more than half-time status, as defined by their schools or training programs?
 - b. If any are students, do they have one of the exemptions from the restriction on students' receipt of FNS benefits?
6. **Drug Felonies:** If any members of the FNS unit have been convicted of drug felonies since 8/23/1996, are all of the following statements true?
 - a. It was for a Class H or Class I drug felony.
 - b. The conviction occurred in North Carolina.
 - c. The FNS member's most recent conviction or release occurred more than six months ago.
 - d. The FNS member has been, or may be, cleared by a Qualified Substance Abuse Professional ("QSAP").
7. **Benefits From Other States:** Are any members of the FNS unit receiving FNS benefits from another state?
8. **ABAWD Status:** Do any adult members of the FNS unit meet the criteria for Able Bodied Adults Without Dependents?
9. **EBT Card:** Does the casehead already have an EBT card?
10. **Notices Generated:**
 - a. Were an 8640, and/or a 2624, and/or an 8568 generated? For which household member(s) was each of these notices generated?
 - b. Was NC FAST's automatic generation of an 8550 and 8551 verified on the day following the case data entry?

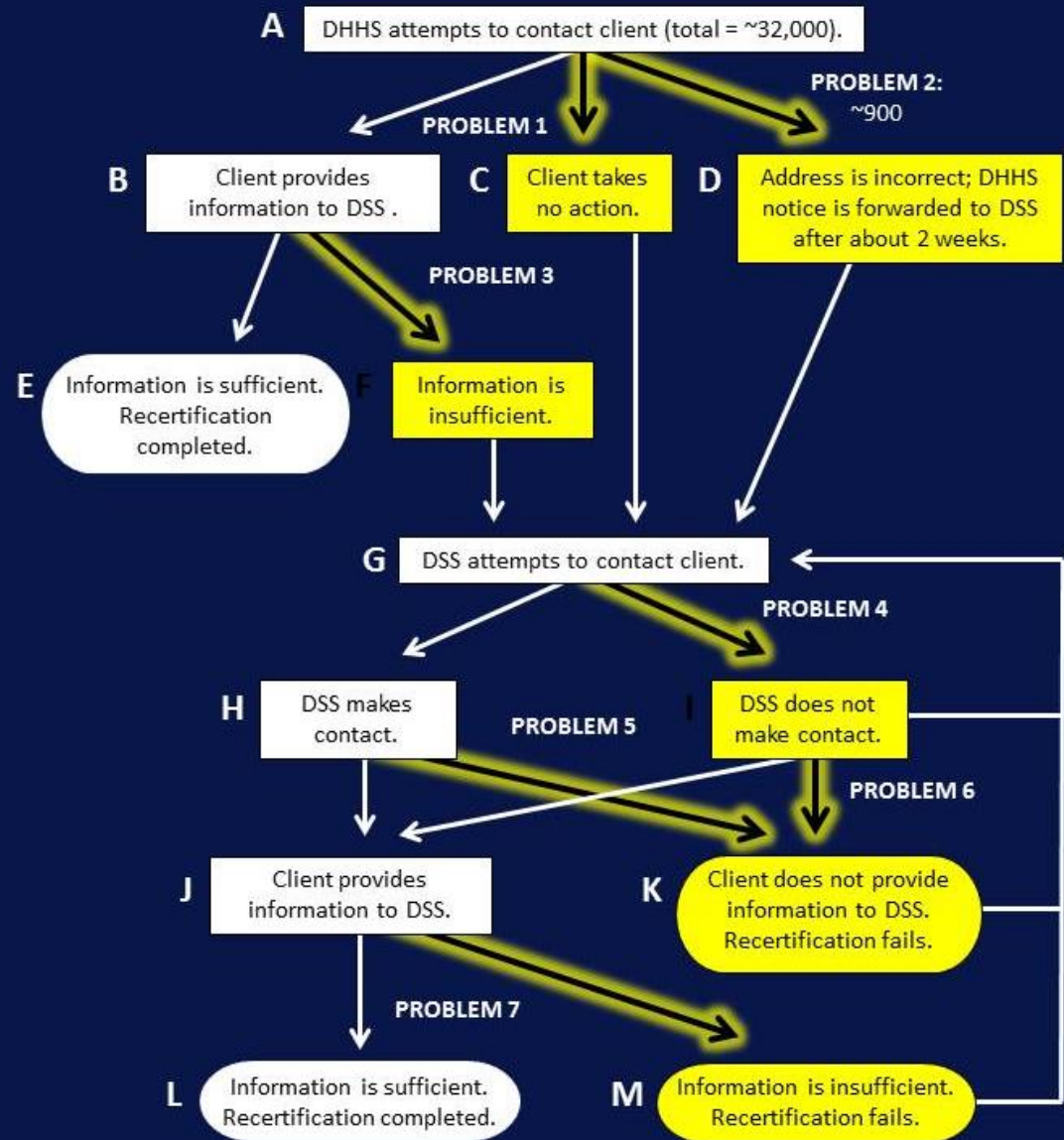
Case banking is supported by the second PDSA project, which involves providing caseworkers with detailed instructions on preparing initial case notes for all FNS intakes and redeterminations.

The third (and largest) PDSA project involves updating the ways that we communicate with FNS recertification clients.

The goals of this project are to:

- Reduce client and staff frustration with delayed mail and “telephone tag,” and the resulting untimely and late applications.
- Create more options for efficient, confidential, and documentable communication.
- Integrate FNS more closely with our recently expanded Employment & Training program.

FNS RECERTIFICATION COMMUNICATION PROCESS (SIMPLIFIED)



Part of this effort includes giving clients a wallet card to help them remember when they should contact DSS, and when their recertification is due.

PLEASE KEEP THIS CARD WITH YOUR FOOD EBT CARD!

IF • YOU GET A NEW ADDRESS OR PHONE NUMBER; OR

**• THERE IS A CHANGE IN YOUR HOUSEHOLD'S INCOME,
EXPENSES, OR NUMBER OF PEOPLE; OR**

• IT IS TIME TO RECERTIFY YOUR SERVICES,*

VISIT WWW.PITTCOUNTYNC.GOV/FNSupdate

OR CALL (252) 902-1352

***IMPORTANT: TO BE SURE THAT YOUR SERVICES WILL NOT BE
INTERRUPTED, PLEASE CONTACT DSS ABOUT RECERTIFICATION**

BETWEEN _____ AND _____



When clients need to update their information, or when they are approaching their recertification due dates, they are directed to a portion of the county website.

The website helps to explain the process, and allows clients to update their information.

Food & Nutrition Services Update

Thank you for contacting Food & Nutrition Services ("FNS" or "food stamps") at the Pitt County Department of Social Services. We want to help you get all the benefits to which you are entitled.

Please type in a little information to let us know who you are. Then you will be asked some questions to help keep your FNS records up to date.

Please let us know who you are (part 1).*

BRY

Please type the FIRST 3 LETTERS of your FIRST NAME.

Please let us know who you are (part 2).*

56914

Please type the LAST 5 DIGITS of your SOCIAL SECURITY NUMBER.

Please let us know how we can help you today.*

- ☒ I need to get ready to have my benefits recertified because it has been at least 5 months from the date my benefits began, or from the date of my most recent recertification.
- ☐ I don't need to get ready for recertification yet, but I need to let DSS know about one or more changes in my household.

What is recertification, and why (and when) do I need it?*

For most people, the law requires that participation in the Food and Nutrition Services program ("FNS" or "food stamps") be recertified every 6 months. Each of these 6-month periods is called a benefit period. If you don't complete your recertification before the end of your 6-month benefit period, your food stamp benefits can simply stop.

To be recertified, you must complete and return a form. You may also need to provide some other documents if your household size, income, or address has changed since your last recertification.

Finally, you must participate in either a phone interview or an in-person interview once every 12 months. So if you were not required to participate in an interview for your last recertification, an interview probably will be required for your next one. Most interviews require 30-60 minutes.

How do you know if the recertification deadline is approaching, and how can you help make sure that you continue to get your benefits?

Follow these steps:

1. About the middle of the month before your recertification is due, you should receive a 4-page form from the state Department of Health and Human Services. Keep an eye out for it in your mail! If you don't receive it by about the 20th day of the month before your recertification is due, please call your caseworker at the Pitt County Department of Social Services. DSS can mail the form to you. If you do not know who your caseworker is, or if you don't have their phone number, please call DSS at 252-902-1352.
2. If the bold print on the first page of the form says "Food and Nutrition Services (FNS) Notice of Expiration and Recertification Form," then you don't need to have an interview. But you will still need to complete the form and send or take it to the Pitt County Department of Social Services before the 15th day of the month in which your recertification is due. You may also need to attach some extra documents (more on those below).



If clients need interviews, they can also let DSS know the most convenient days and times, and let us know whether they prefer in-person or telephone interviews.

- ☒ I would like to schedule an appointment to have my interview at the Human Services Center. My convenient dates and times are below. Please call me to confirm an appointment date and time.

MOST Preferred Date for Your Interview*

mm/dd/yyyy

Earliest Time to Begin Your Interview*

hh:mm am/pm

Latest Time To Complete Your Interview (Allow at Least 2 Hours)*

hh:mm am/pm

SECOND MOST Preferred Date for Your Interview*

mm/dd/yyyy

Earliest Time to Begin Your Interview*

hh:mm am/pm

Latest Time To Complete Your Interview (Allow at Least 2 Hours)*

hh:mm am/pm

Almost finished!*

Thank you for starting to prepare for your recertification.

Finally, the process may go more smoothly if you give DSS some information before you provide your completed recertification form and any extra documents.

Have there been any changes in your household during the past 6 months? For example, do you have a new address, phone number, or email address? Have there been any increases in your household's income or expenses? Has anyone joined the household, or left the household?

- ☒ Yes, there have been some changes.
☐ No, nothing has changed.

Please let us know what has changed in your household.*

Please check all of things that have changed in your household.

- ☒ Mailing Address
☐ Phone Number
☐ Income
☐ Expenses
☐ People Joined and / or Left the Household

Your New Street Address*

If you have an apartment number or post office box, please include it in your street address.

City*

State*

Zip Code*

The reverse side of the wallet card reminds clients of DSS' Employment & Training program, and directs them to a section of the county website that helps them find jobs and learn about job-oriented education.

IF YOU OR SOMEONE IN YOUR HOUSEHOLD

- **RECEIVES FOOD & NUTRITION SERVICES (FOOD STAMPS); AND**
- **DOES NOT RECEIVE SUPPLEMENTAL SECURITY INCOME (SSI), DISABILITY, OR UNEMPLOYMENT INSURANCE BENEFITS; AND**
- **IS BETWEEN THE AGES OF 18 AND 59; AND**
- **IS NOT EMPLOYED FOR MORE THAN 30 HOURS / WEEK; AND**
- **WOULD LIKE TO GET A JOB (OR A BETTER JOB THAN THE ONE YOU HAVE NOW), OR TRAINING THAT WOULD LEAD TO A JOB,**

VISIT WWW.PITTCOUNTY.GOV/PITTWORKS

OR CALL (252) 902-1151



[Home](#) › [Government](#) › [Departments P - Z](#) › [Social Services](#) › [PITTworks](#)

The PITTworks Project

[Join the Project](#)

[Discover the Right Type of Job for You](#)

[Find Available Jobs](#)

[Train for a Job](#)

[The 10 Steps of an Effective Online Job Search](#)

[Get Computer Access](#)

[Earn Your Career Readiness Certificate](#)

[Communicate Effectively With Employers](#)

The PITTworks Project helps people to get jobs, and to get training that will help them get jobs.

PITTworks is a joint initiative of the Pitt County Department of Social Services, Pitt Community College, the Pitt County NCWorks Career Center, and other partners.

PITTworks builds career "pipelines" to help job seekers get where they want to go. The goal is to help people find employment and training opportunities that fit their preferences, capabilities, and needs.

Click on [Join the Project](#) to see whether you qualify for this free program. Check the list below to see upcoming job readiness classes, career fairs, application deadlines, and other important events.

Click on an event to get details, and phone numbers for the event sponsors. **Please call at least a day before in order to confirm that the event is still scheduled, and to let the sponsor know that you plan to attend.**

In addition to the other events and classes listed below, Pitt Community offers an excellent series of short courses through its [Human Resources Development](#) program. These courses are free for many people, including people who are unemployed or who have low incomes, and they do not require students to be enrolled in PCC. But it is important to contact PCC at 493-7576 or at mhiggs@email.pittcc.edu to register.

To learn more about these classes and see a current schedule, please [click here](#). Below is a brief video by Holly Sweat, who teaches the Human Resources Development classes.



Finally, DSS is evaluating software that may allow us to communicate with our clients by text, email, and automated voice telephone reminders.



This may be implemented in cooperation with the Public Health Department and the county's paratransit service.

For more information, please contact:

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